



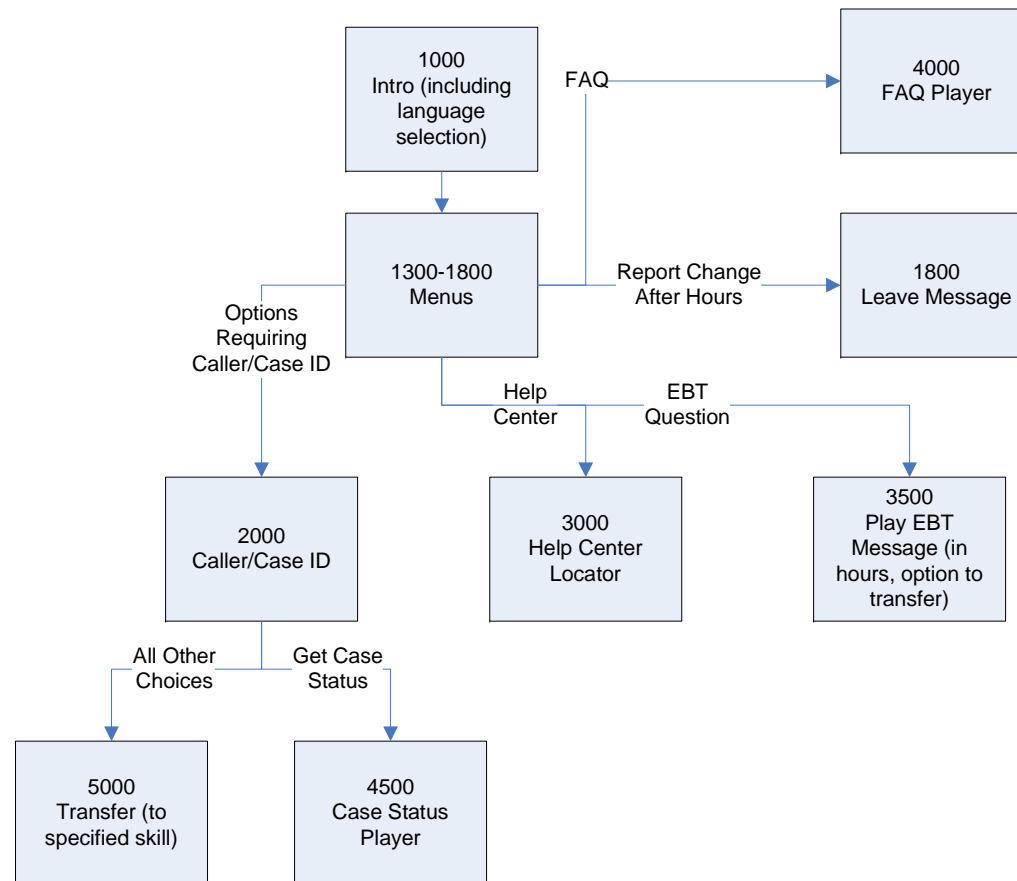
FSSA Eligibility Modernization

High-Level Call Flow

Draft: June 23, 2007



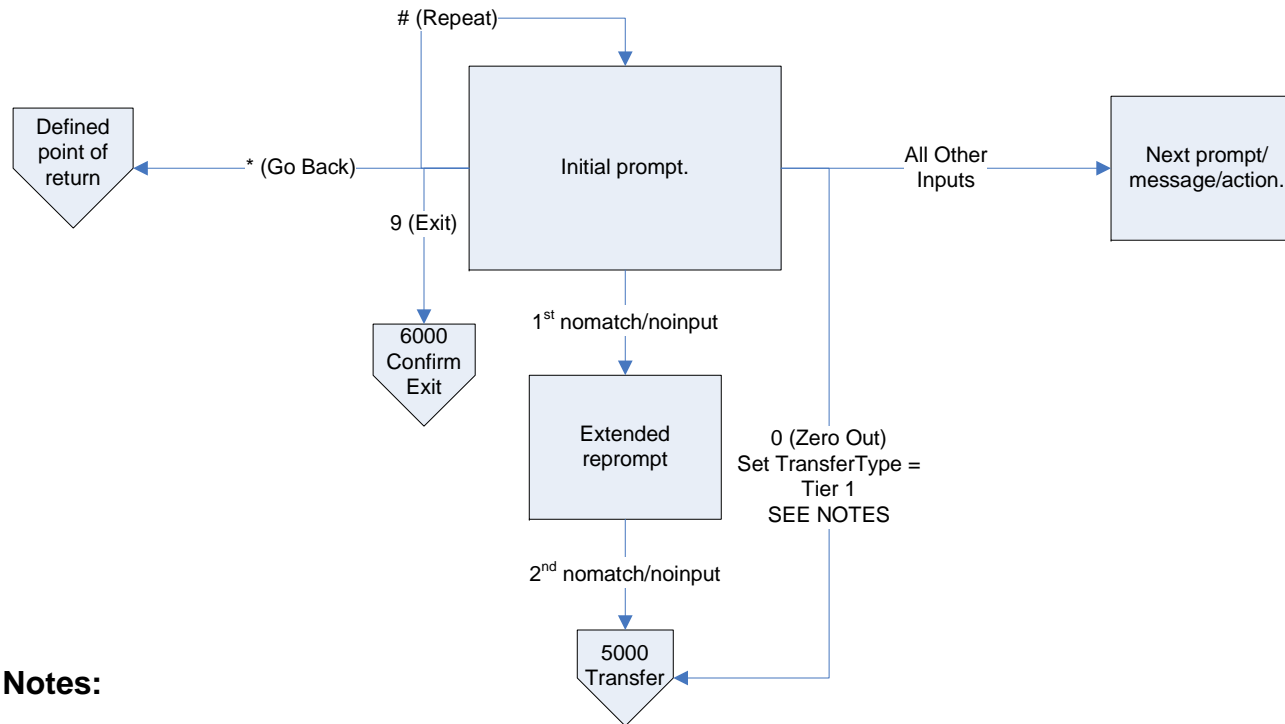
Overview



Notes:

- The process starts with 1000 Intro
- Blind Option and Optional Message Manager (7000) are hidden options in 1000 (at Language Switch)
- For details regarding presentation and selection of menu items, see 1300-1800
- The key elements are Menu Selection (1300-1800), Caller/Case ID (2000), Help Center Locator (3000), Play EBT Message (Step 3500), FAQ Player (4000), and Case Status Player (4500)
- This document does not contain any specific dialog information – for the full specification of system prompts and caller responses, see the Detailed Dialog Design document (an Excel file).

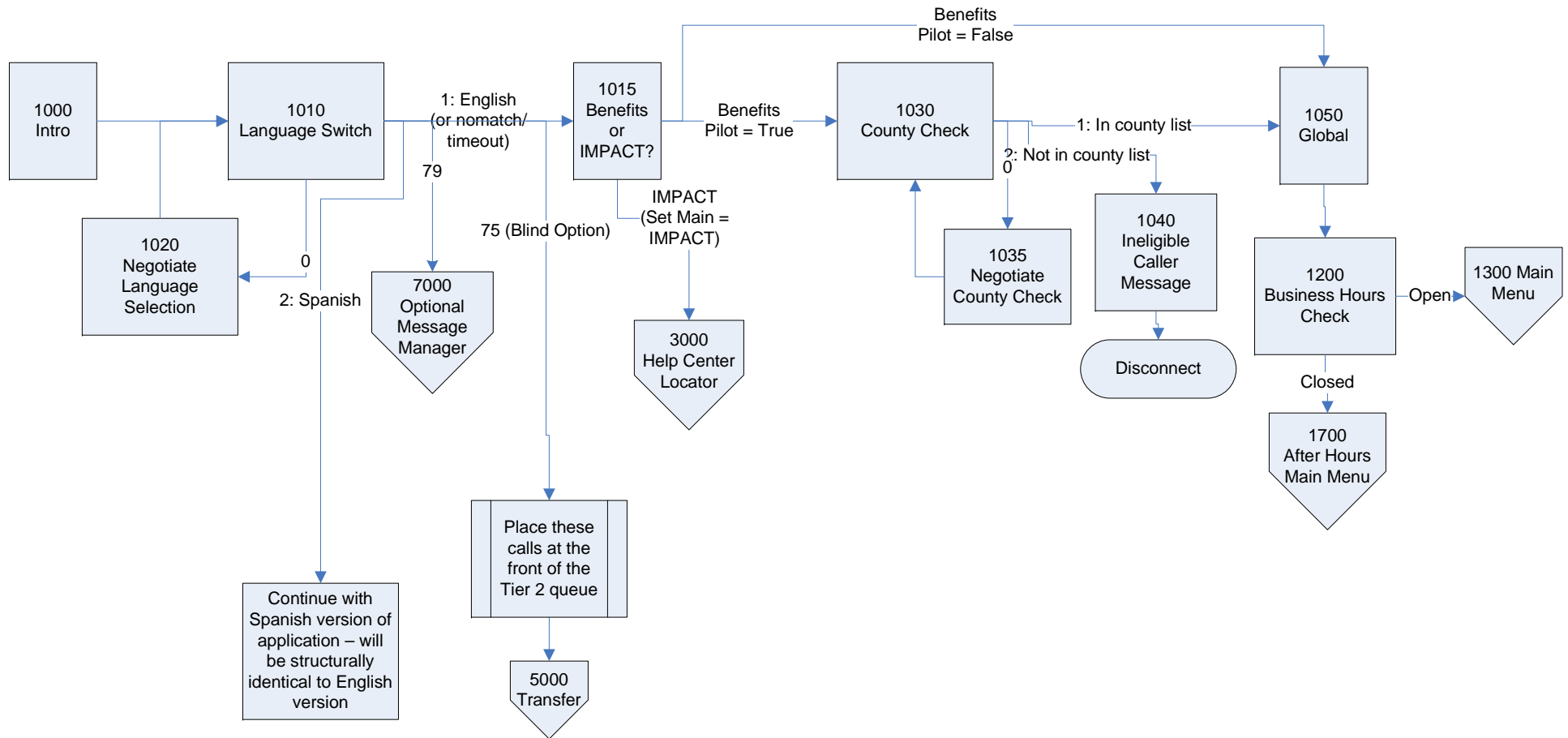
General Prompt Behavior



Notes:

- This is a description of general, default prompt behavior.
- The defined point of return for Go Back (*) is the previous initial prompt with which the caller interacted, including any message that preceded the previous set of options.
- Repeat (#) repeats the initial prompt, skipping any of the optional introductory messages.
- Callers get two chances to respond to a prompt – at the initial prompt and at the extended reprompt.
- The 2nd problem event (nomatch – an incorrect key press, or noinput – a timeout) triggers a transfer event – note that the behavior of Transfer is different during and after office hours (see 5000 Transfer for details).
- Pressing 0 after the language switch and main menu takes the caller to 5000 Transfer, with the transfer type set to Tier 1. At the language switch and main menus, the first time a caller presses 0, he or she hears a message encouraging the selection of a choice from the menu (the second 0 takes the caller to 5000 Transfer).
- This document does not contain any specific dialog information – for the full specification of system prompts and caller responses, see the Detailed Dialog Design document (an Excel file).
- Throughout the rest of this document, dialogs that conform to this general behavior will not show this level of detail – exceptions will be noted.
- Unless otherwise specified in a dialog step, the default behavior is for 9 to go to 6000 Confirm Exit.

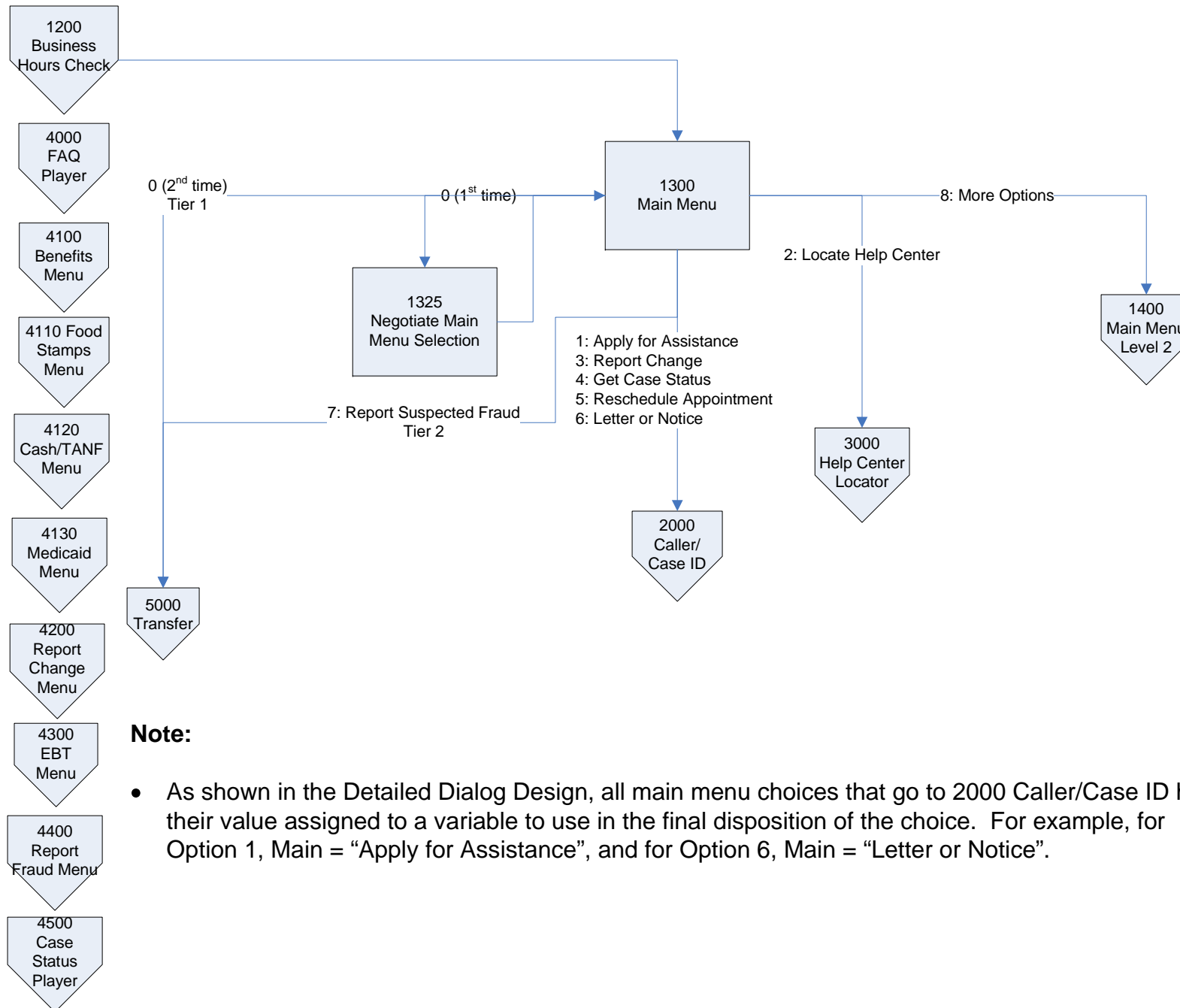
1000 Intro



Note:

- The exact method to use in Step 900 to determine caller location (and thereby time zone and pilot eligibility) is TBD.

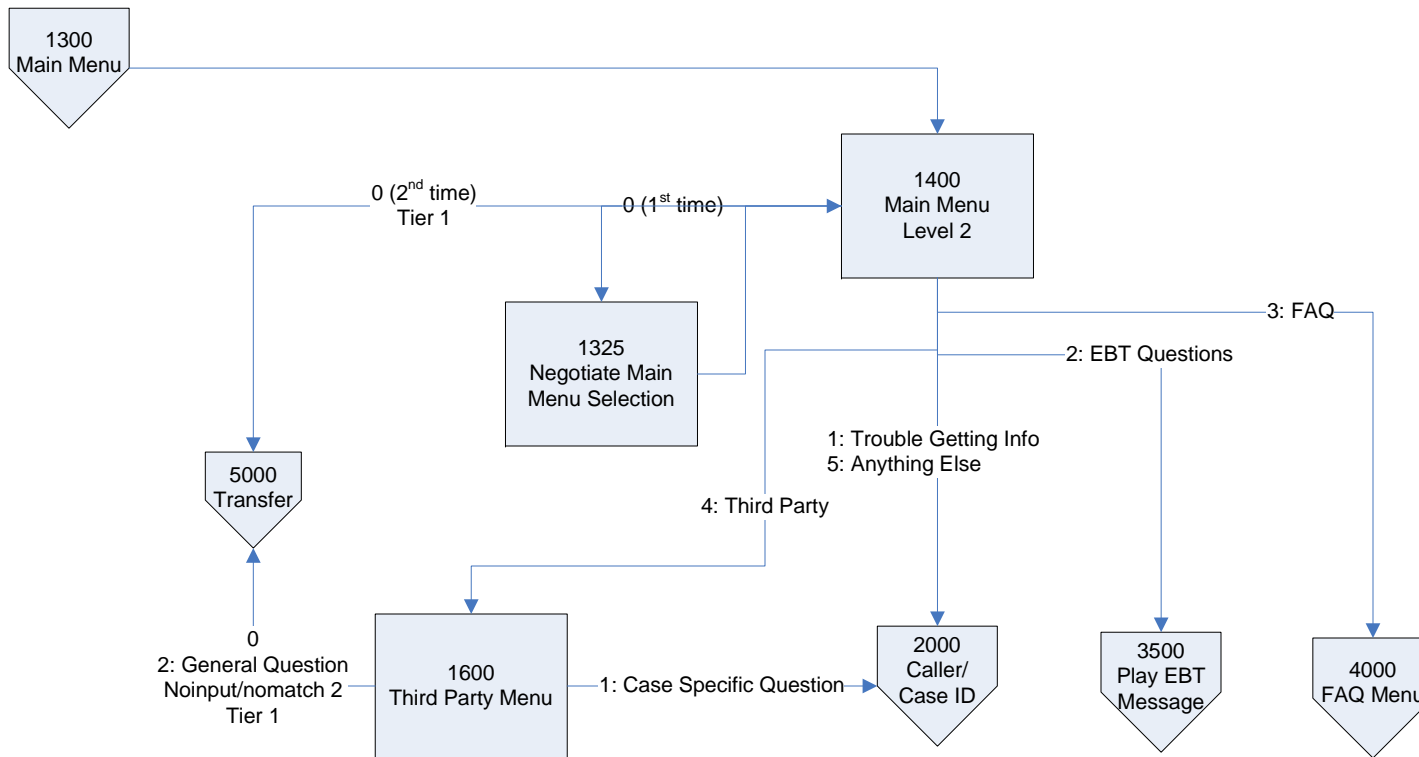
1300 Main Menu



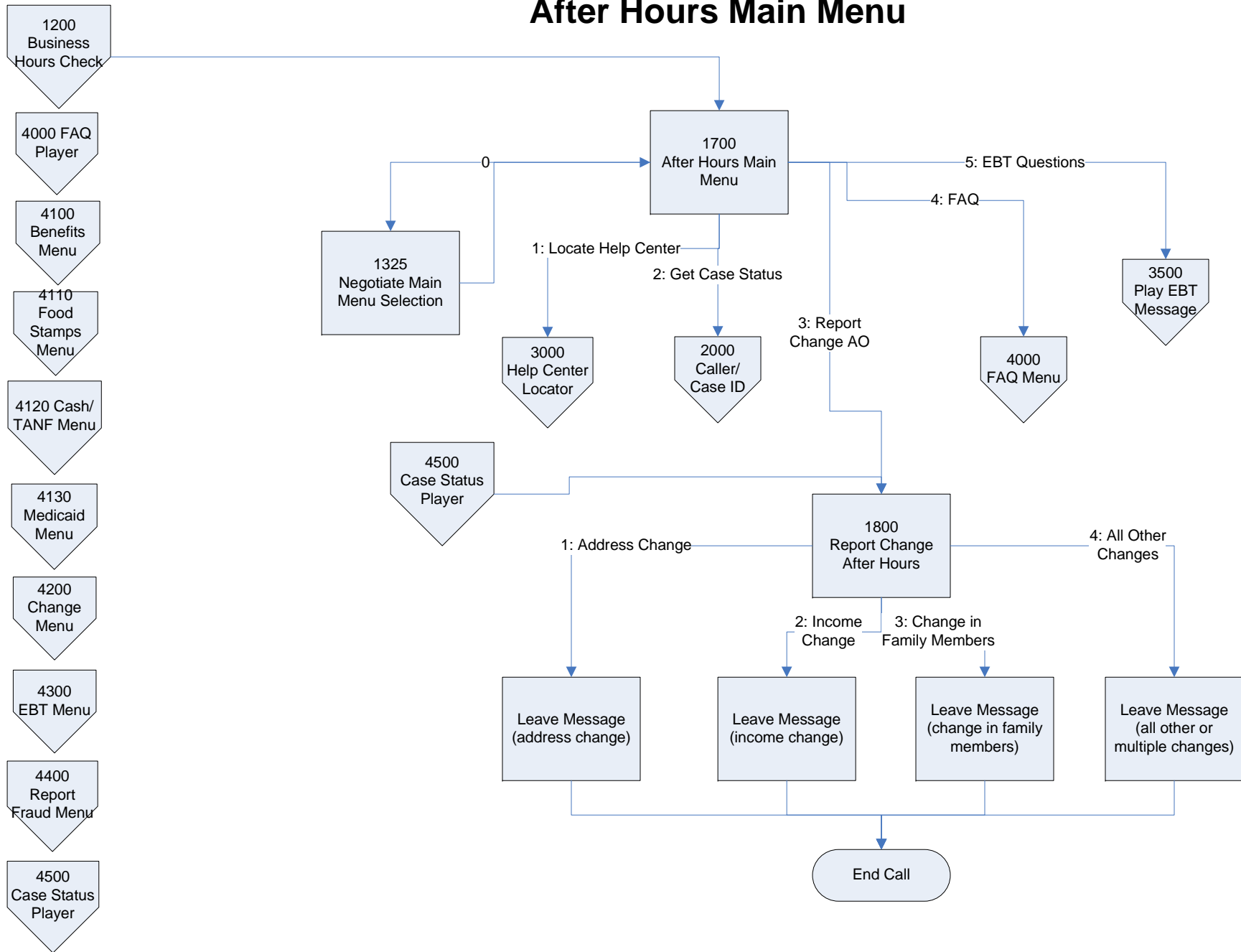
Note:

- As shown in the Detailed Dialog Design, all main menu choices that go to 2000 Caller/Case ID have their value assigned to a variable to use in the final disposition of the choice. For example, for Option 1, Main = "Apply for Assistance", and for Option 6, Main = "Letter or Notice".

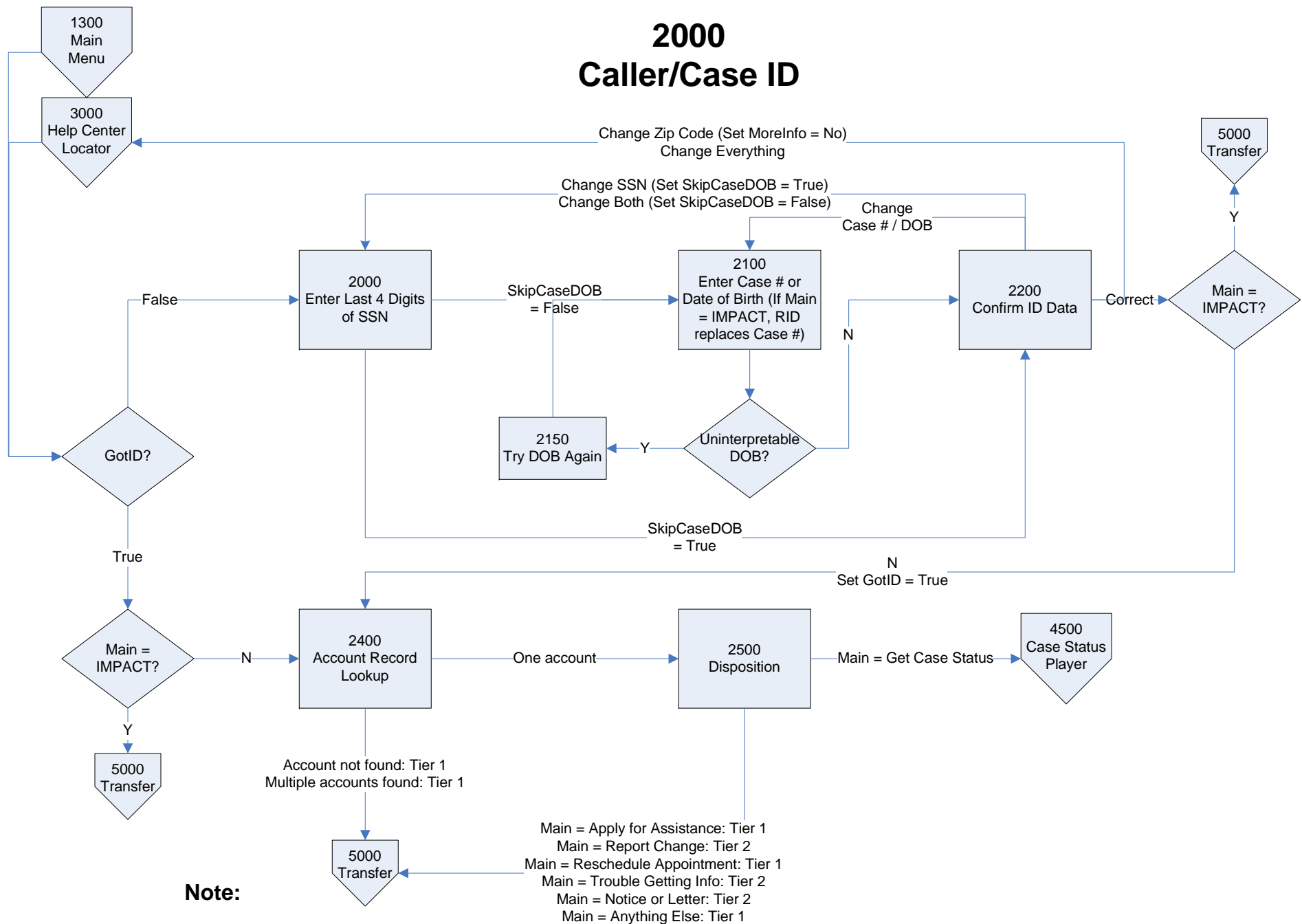
1400 Main Menu Level 2



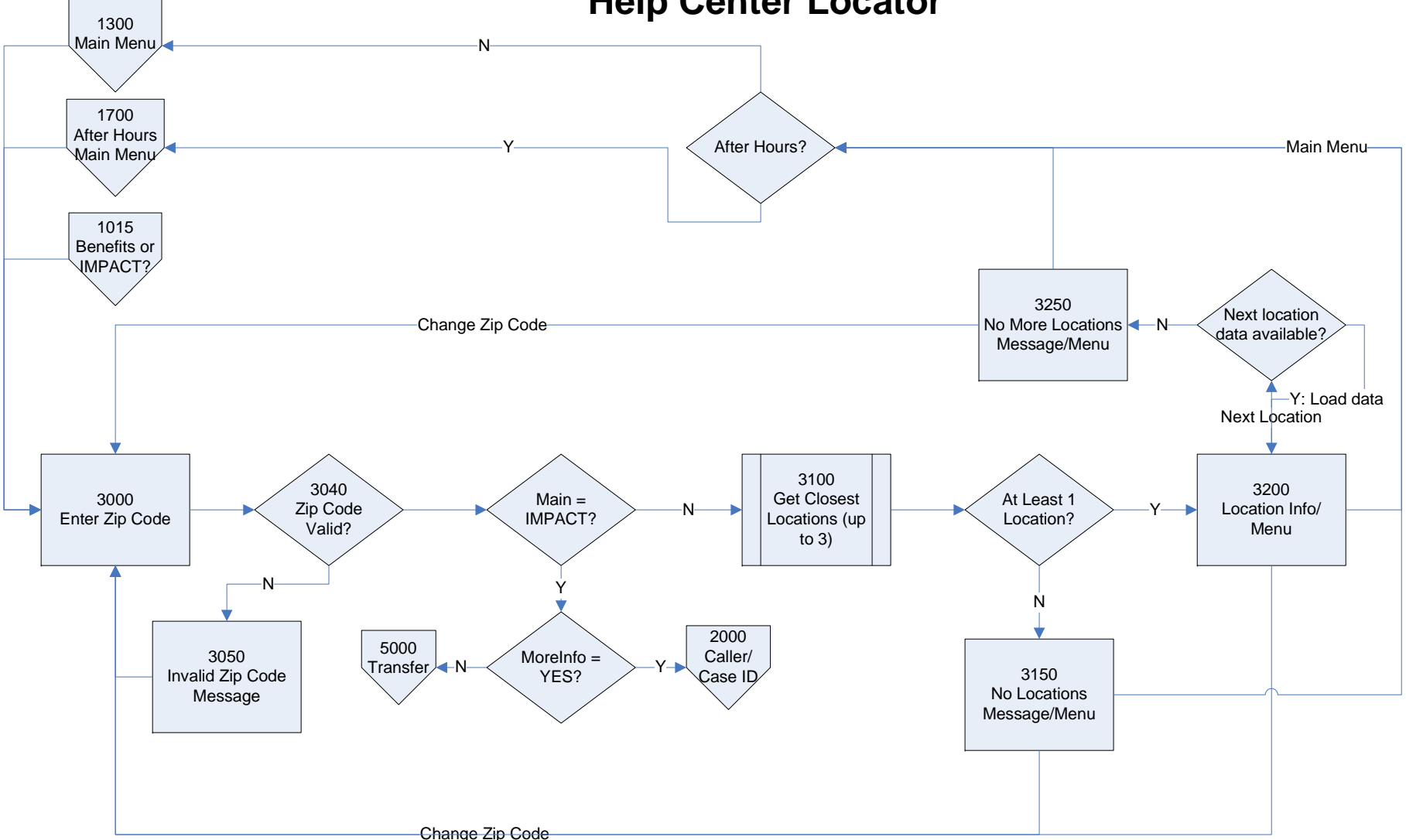
1700 After Hours Main Menu



2000 Caller/Case ID



3000



Notes:

- In Step 3050, we need to check to see if the entered zip code is on a list of valid zip codes for the given rollout stage.
- In Step 3200, the “Next Location” menu option only plays if there is a next location. If this is the last location, an appropriate message plays before the presentation of the menu items. See the Detailed Dialog Design Specification for the exact wording.

3500 Play EBT Message

1400
Main Menu
Level 2

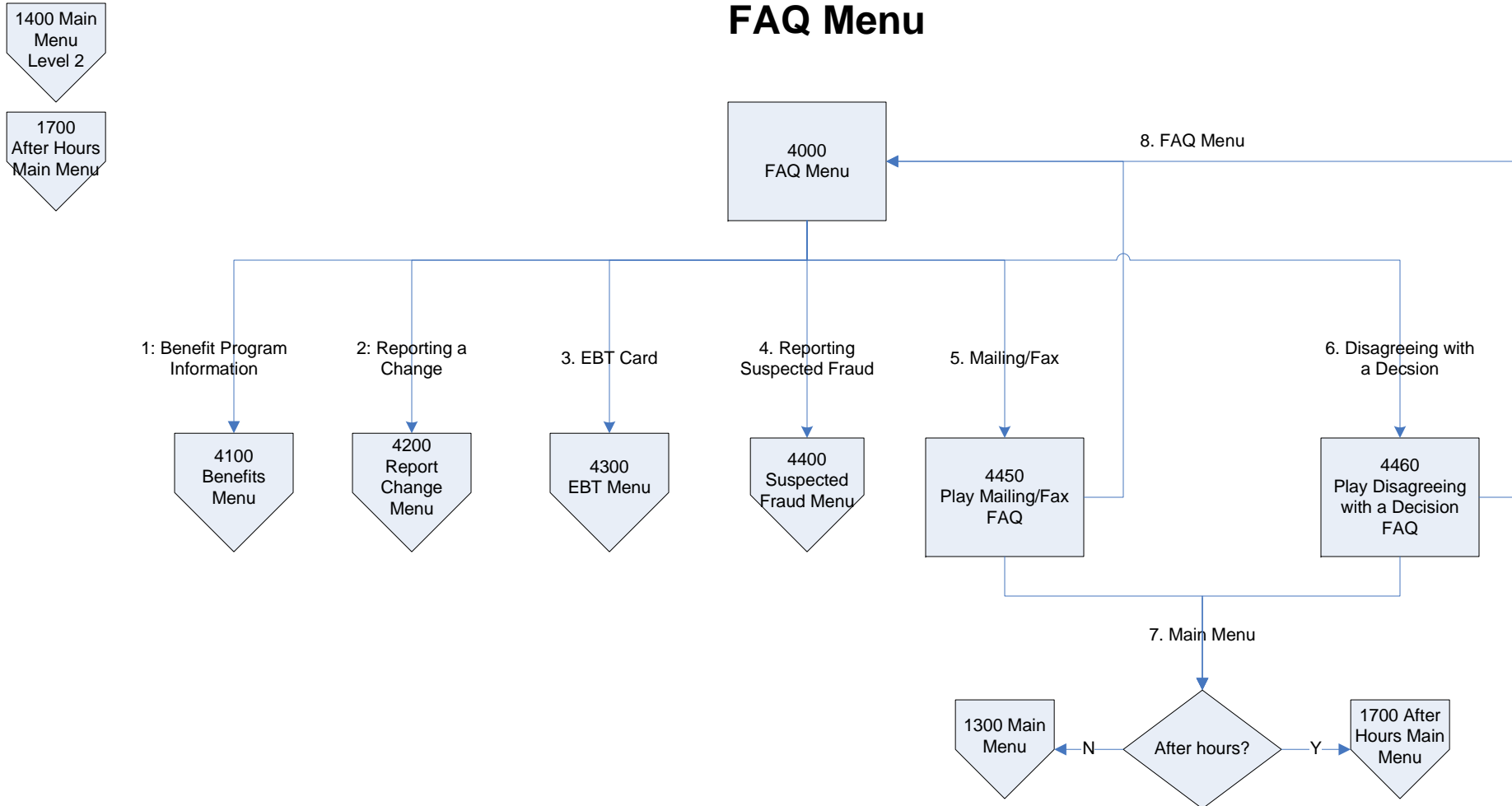
1700
After Hours
Main Menu

3500
Play EBT
Message

Notes:

- During or after EBT Message playback, the caller has the standard options (shown on the General Prompt Behavior tab) to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent (option only spoken when call center is open). To enhance visual clarity of the design, these options do not appear. For the message details, see the Detailed Dialog Design Specification.

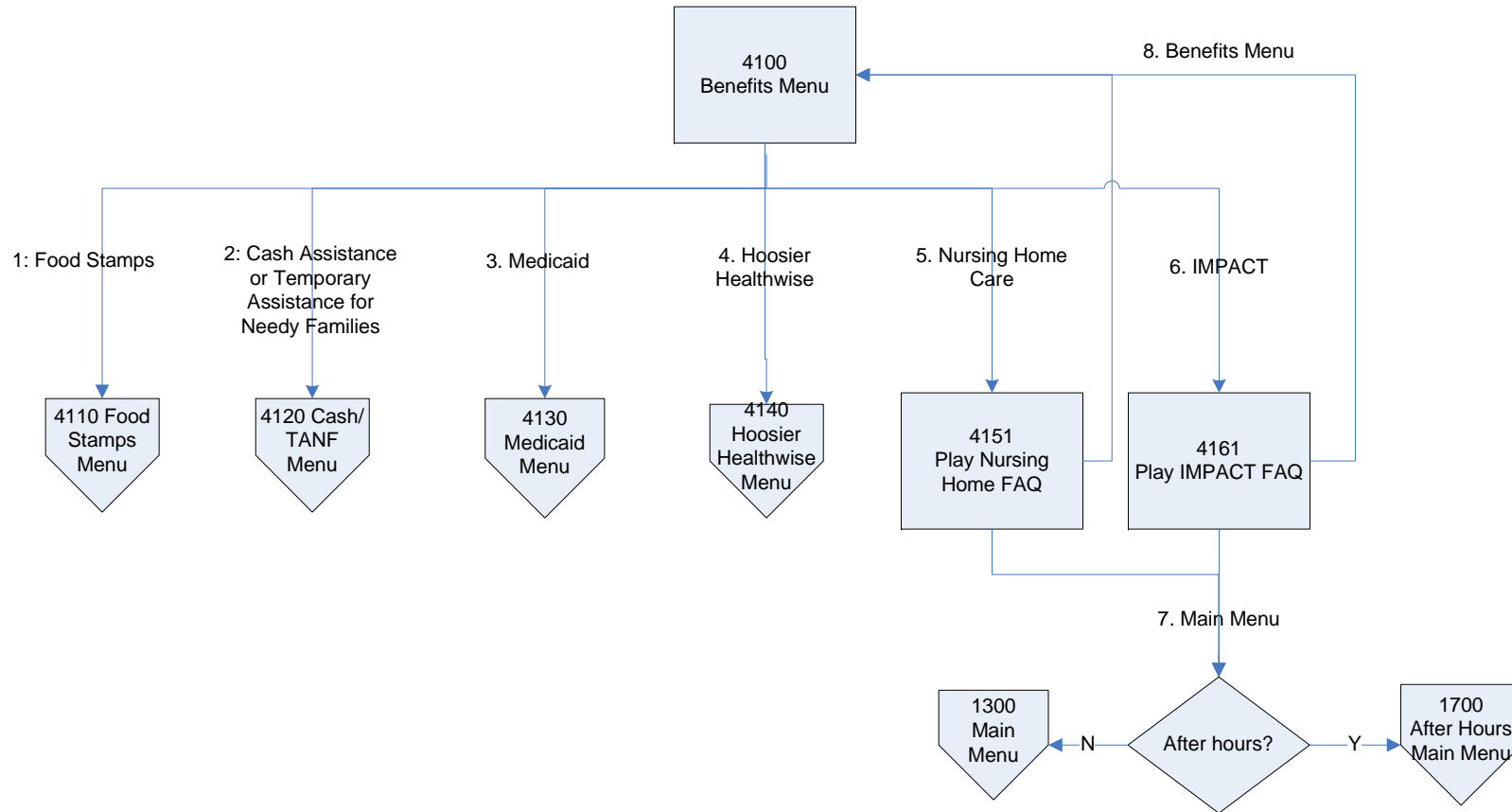
4000 FAQ Menu



Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the FAQ Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.

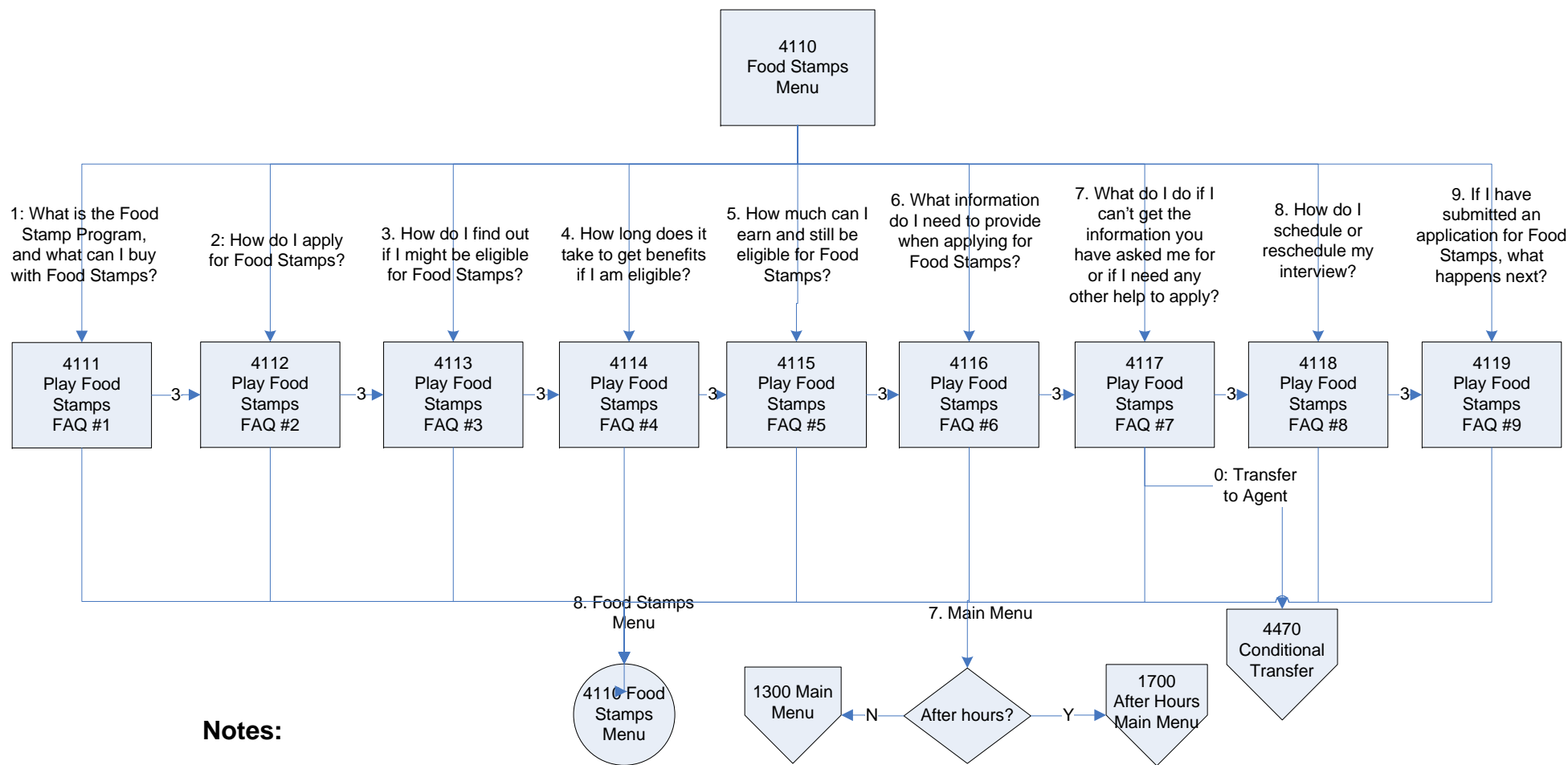
4100 Benefits Menu



Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the Benefits Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.

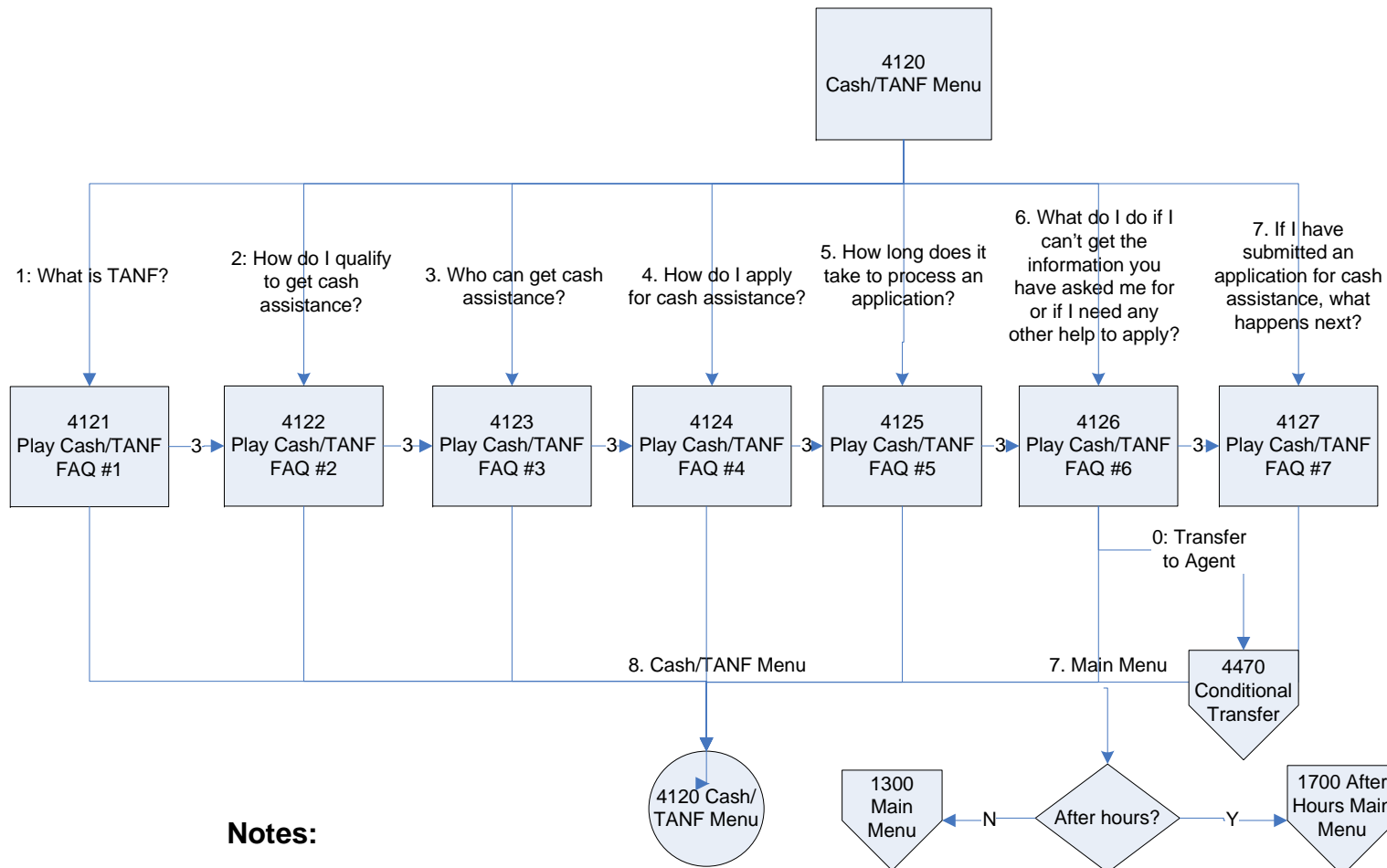
4110 Food Stamps Menu



Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the Food Stamps Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.
- If the caller has entered an FAQ from a menu, go back returns to that menu. If the caller has entered an FAQ from the previous FAQ, go back returns to that previous FAQ.

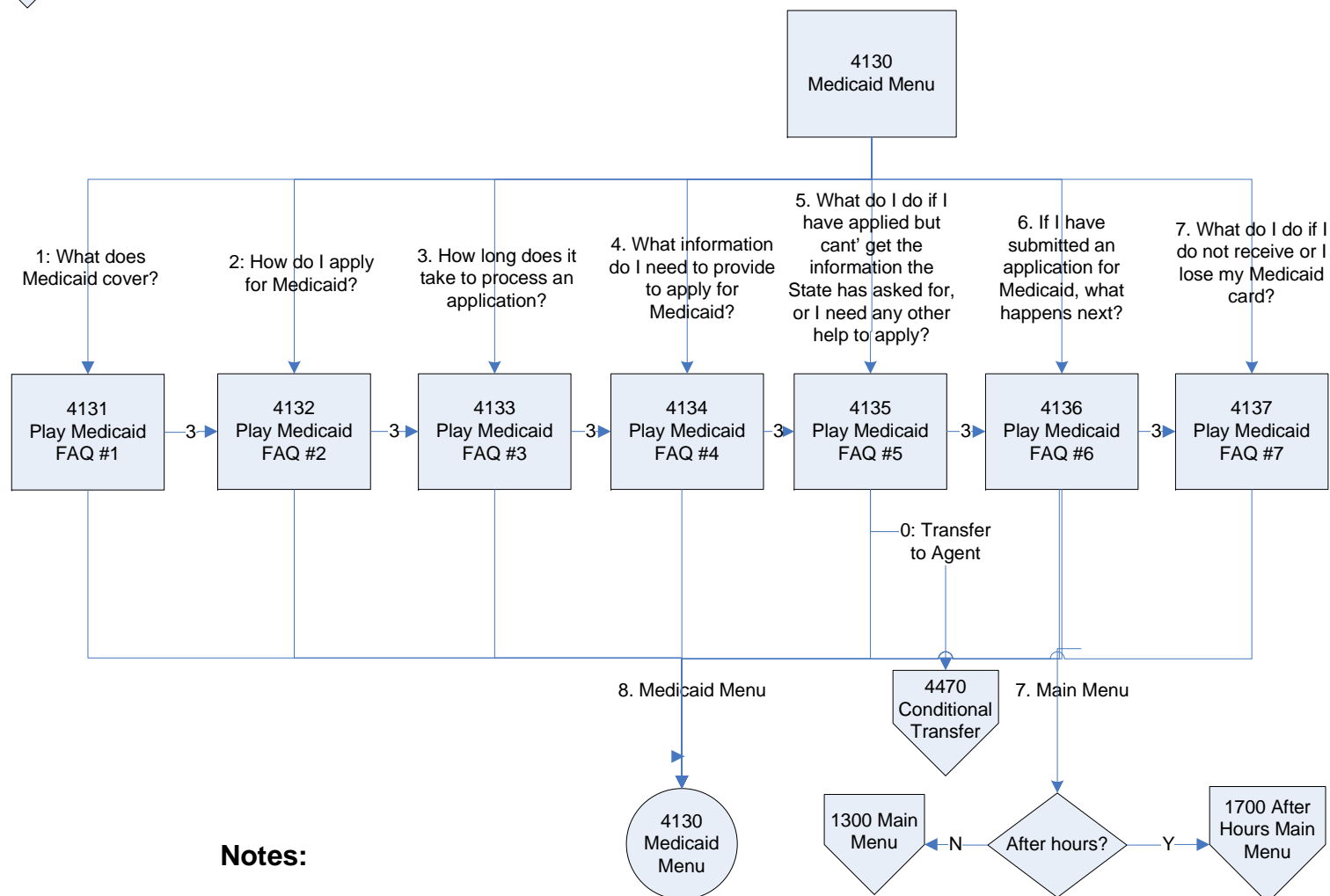
4120 Cash/TANF Menu



Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the Cash/TANF Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.
- If the caller has entered an FAQ from a menu, go back returns to that menu. If the caller has entered an FAQ from the previous FAQ, go back returns to that previous FAQ.

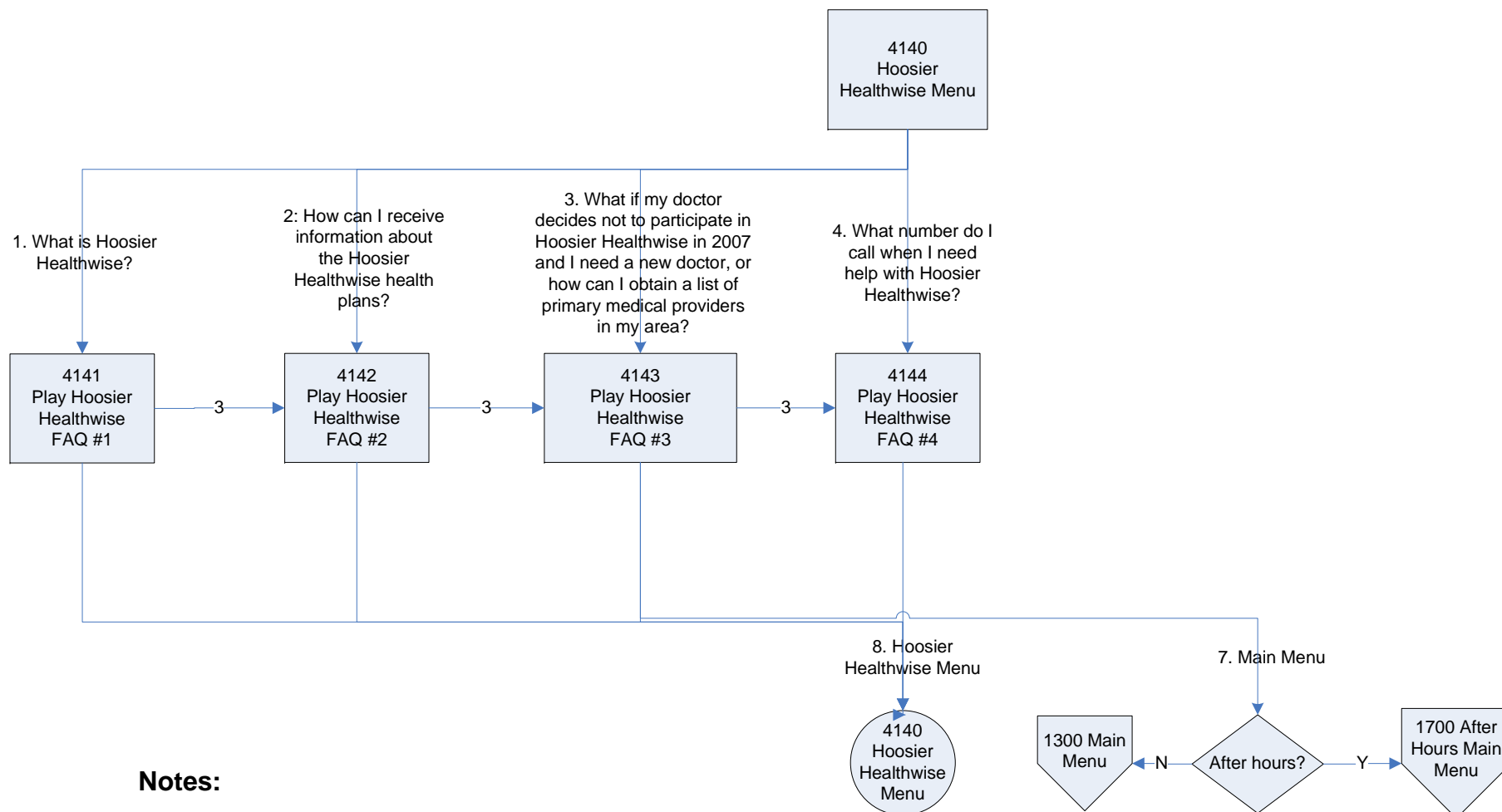
4130 Medicaid Menu



Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the Medicaid Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.
- If the caller has entered an FAQ from a menu, go back returns to that menu. If the caller has entered an FAQ from the previous FAQ, go back returns to that previous FAQ.

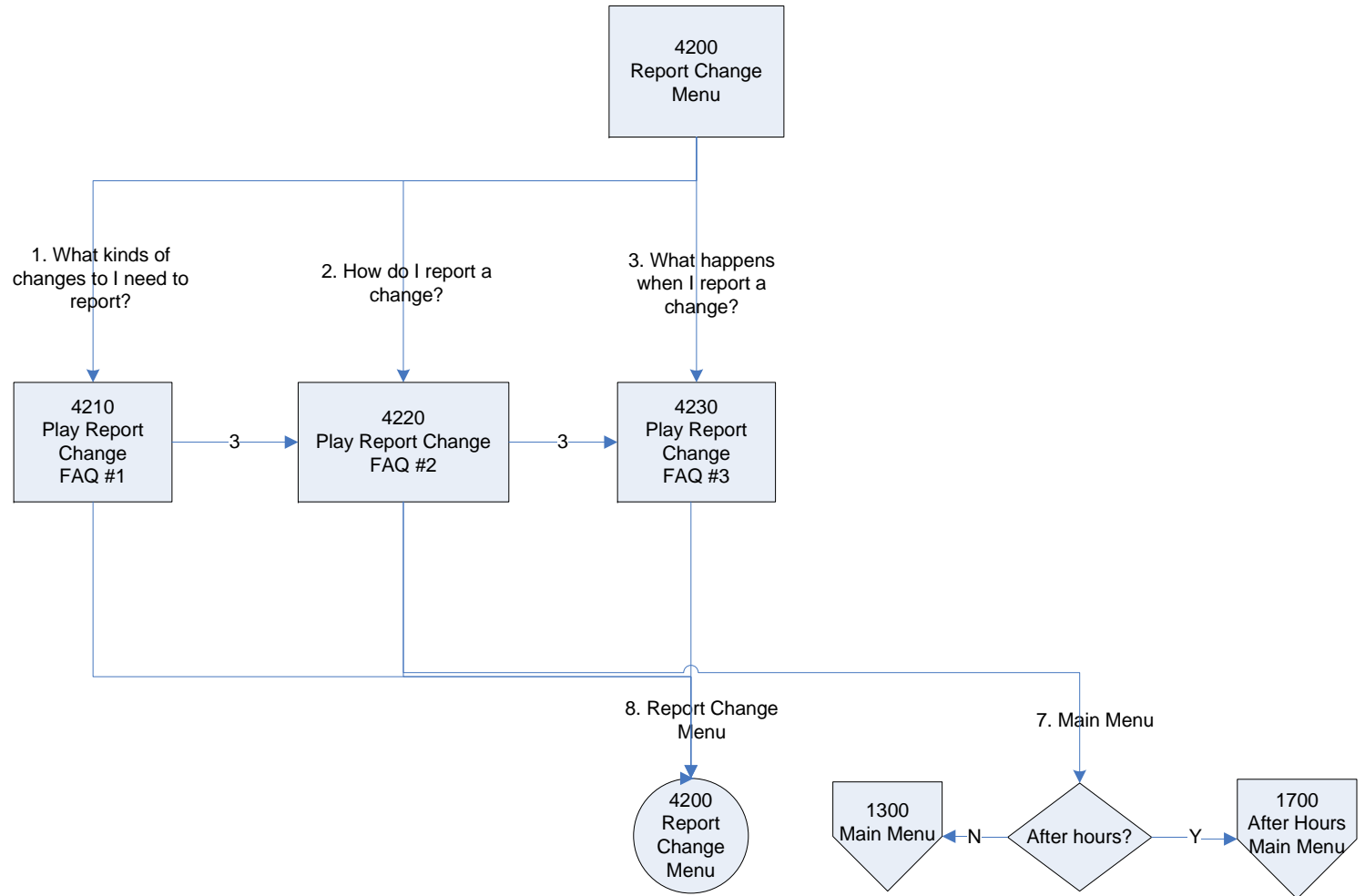
4140 Hoosier Healthwise Menu



Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the Hoosier Healthwise Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.
- If the caller has entered an FAQ from a menu, go back returns to that menu. If the caller has entered an FAQ from the previous FAQ, go back returns to that previous FAQ.

4200 Report Change Menu

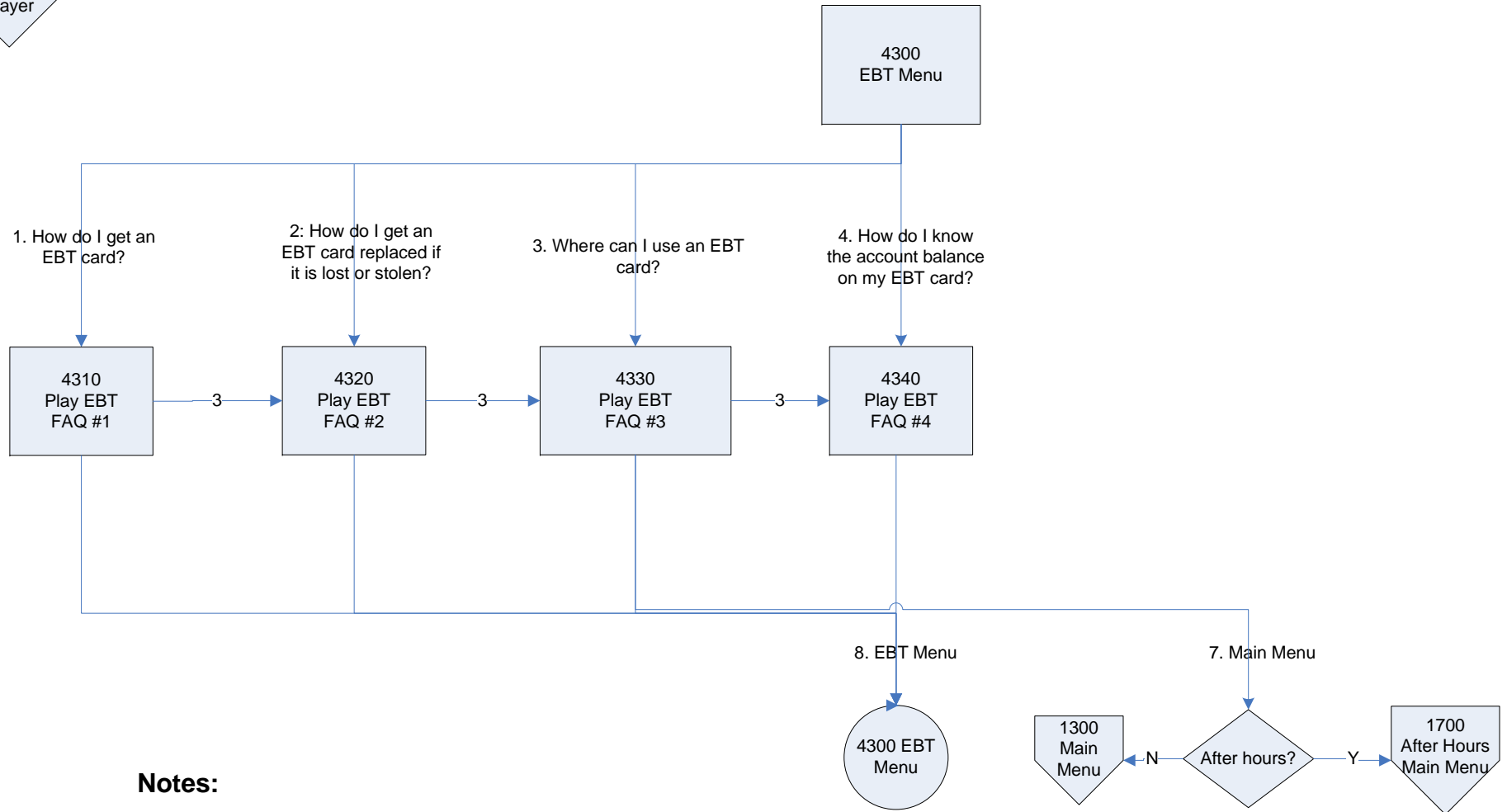


Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the Report Change Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.
- If the caller has entered an FAQ from a menu, go back returns to that menu. If the caller has entered an FAQ from the previous FAQ, go back returns to that previous FAQ.

4300 EBT Menu

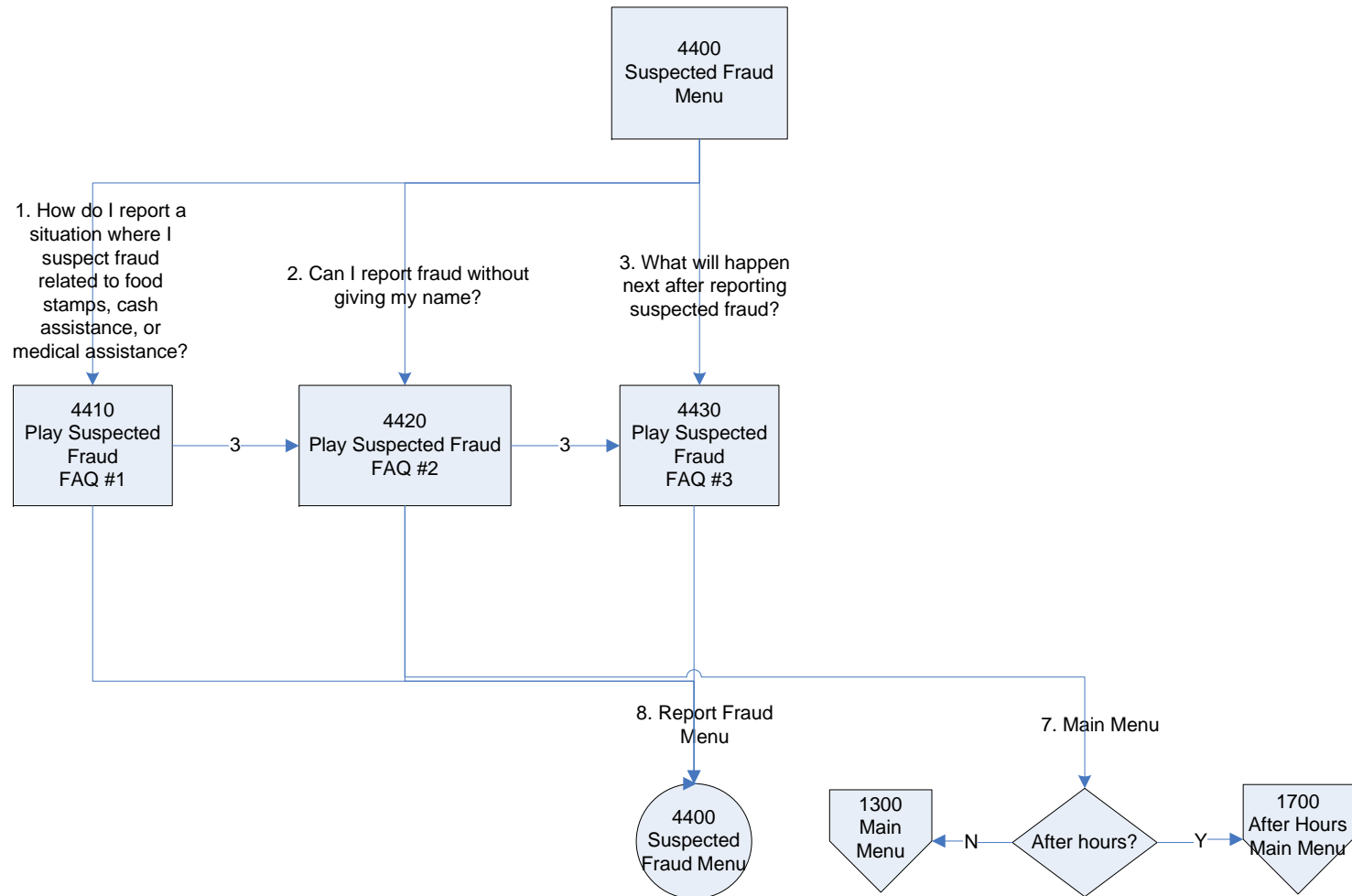
4000
FAQ
Player



Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the EBT Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.
- If the caller has entered an FAQ from a menu, go back returns to that menu. If the caller has entered an FAQ from the previous FAQ, go back returns to that previous FAQ.

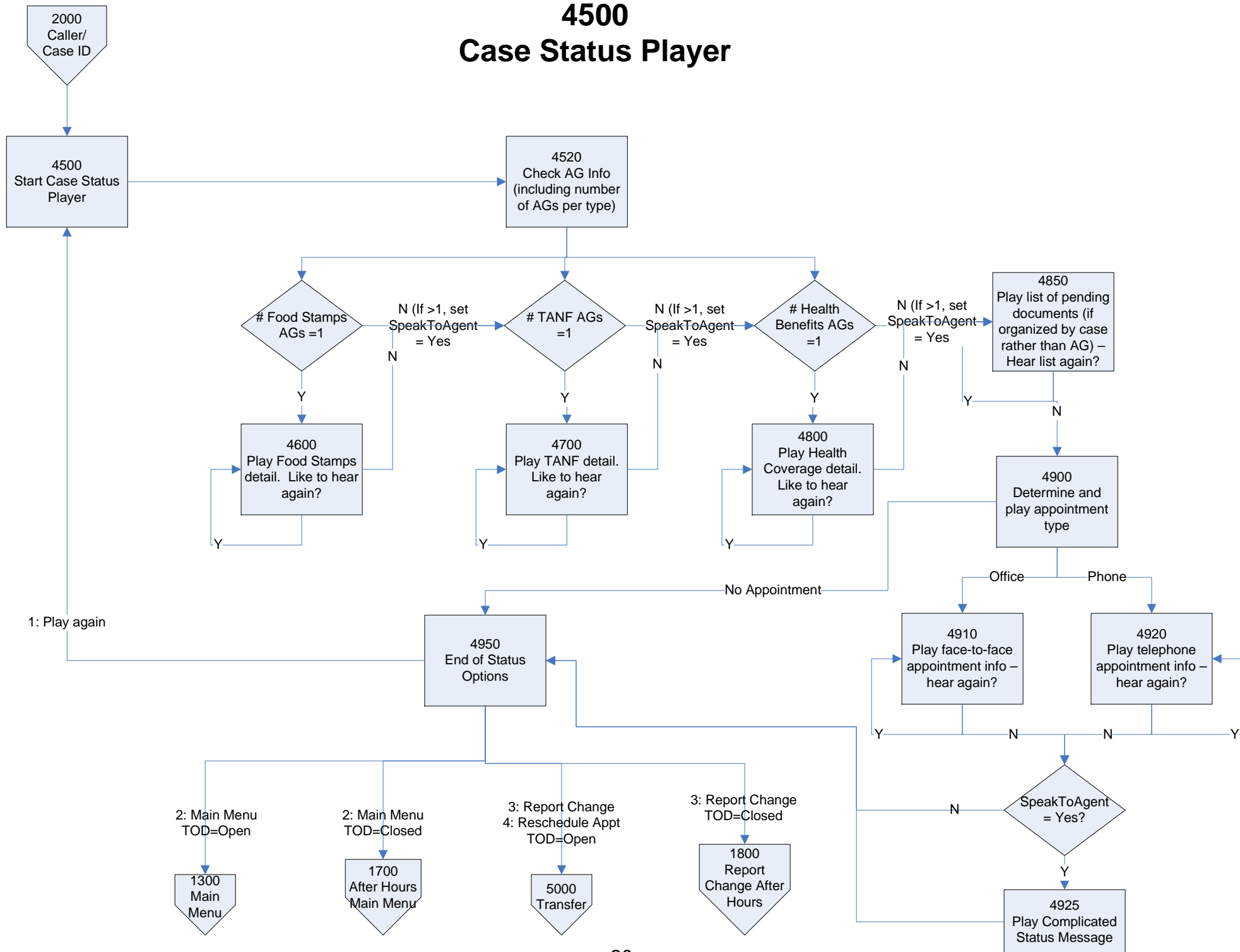
4400 Suspected Fraud Menu



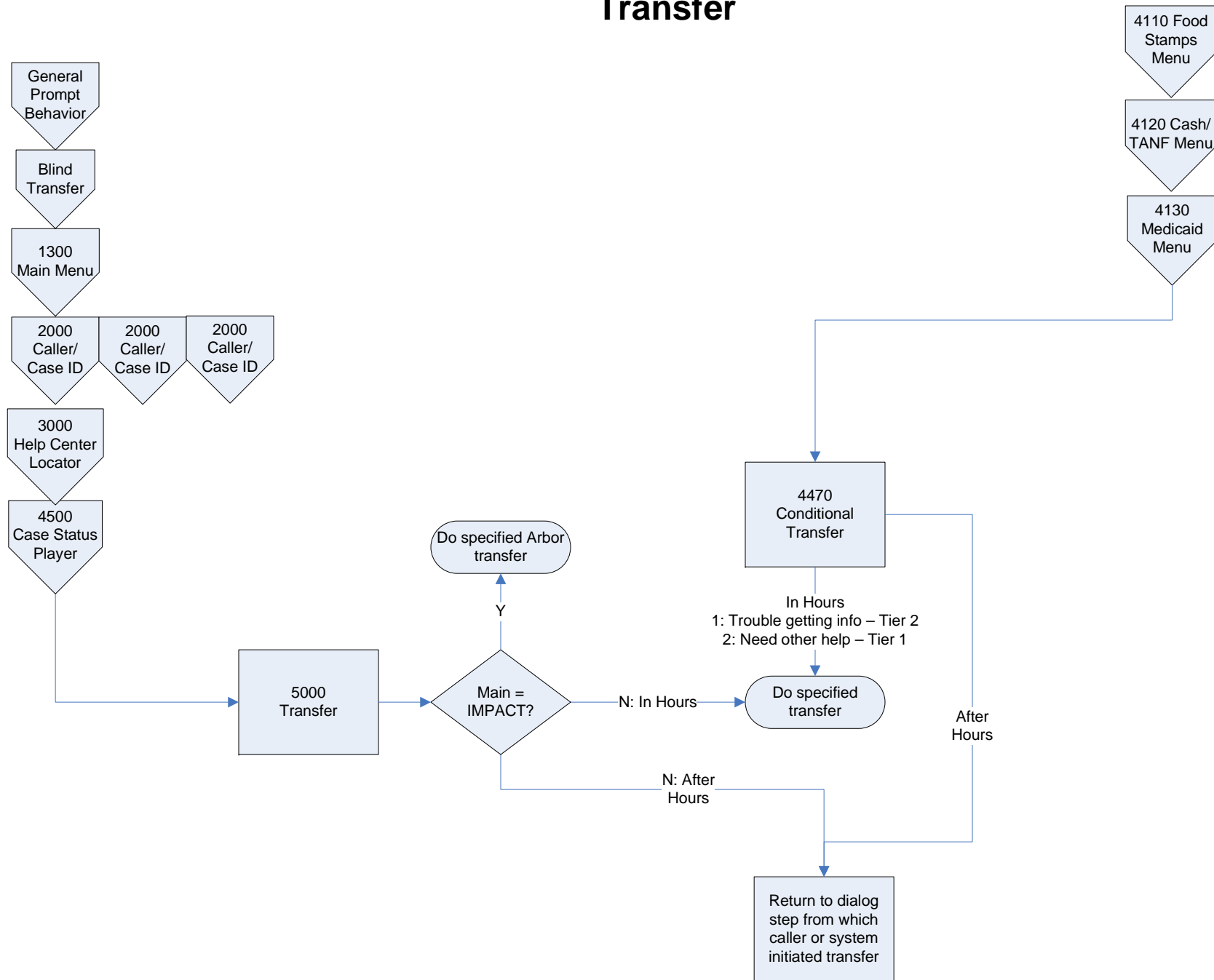
Notes:

- During or after FAQ playback, the caller has the standard options shown on the General Prompt Behavior tab to press # to repeat, * to go back, 9 to end the call, and 0 to transfer to an agent. To enhance visual clarity of the design, these options do not appear unless necessary to show a nonstandard usage.
- The other FAQ Player controls are 1 to stop playback and play the after-message options which are: # to repeat, * to go back, 3 for next FAQ (if there is one) in a section, 7 to return to the Main Menu, 8 to return to the Suspected Fraud Menu, 9 to end the call and, during office hours, 0 to transfer to an agent.
- If the caller has entered an FAQ from a menu, go back returns to that menu. If the caller has entered an FAQ from the previous FAQ, go back returns to that previous FAQ.

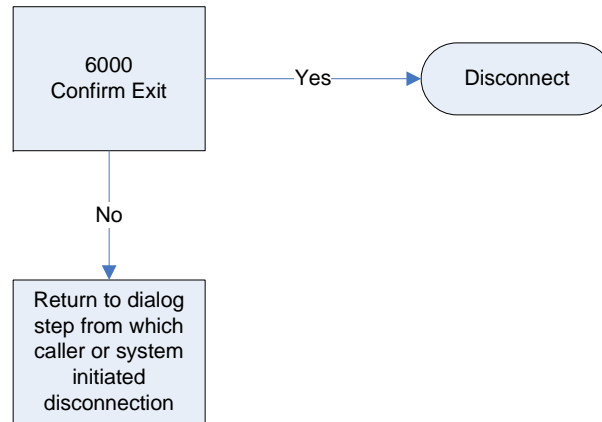
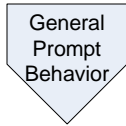
4500 Case Status Player



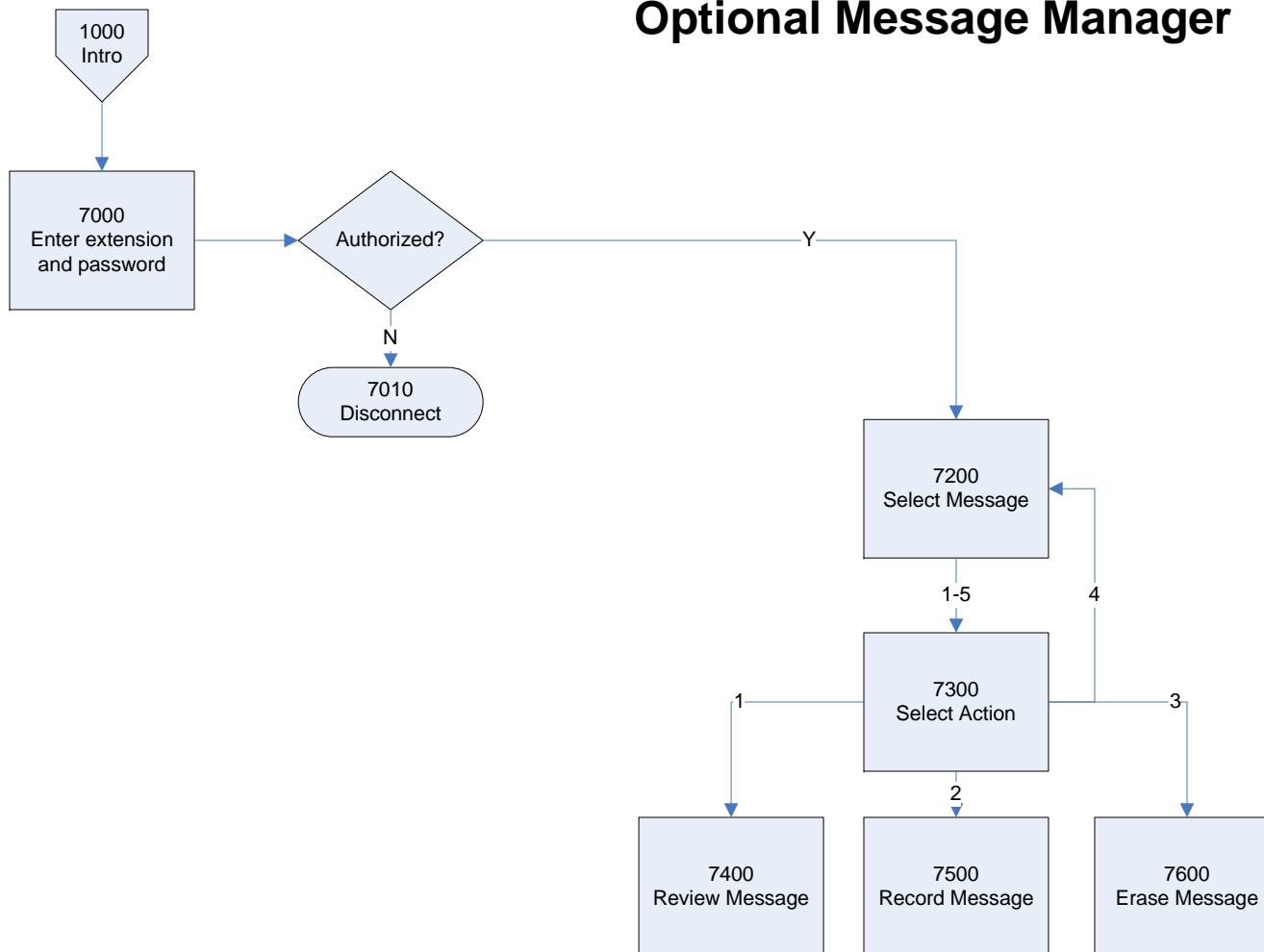
5000 Transfer



6000 Confirm Exit



7000 Optional Message Manager



Note:

- Application will need to provide for management of authorized extensions and associated PINs.